

ABSTRACT

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5 The present invention is a Contact Server  
that enables customers to submit call-back requests to  
a call center via the Internet, or virtually any other  
communications technology available. A call-back to  
the customer can be placed via any communications  
technology available. In its preferred embodiment,  
10 the Contact Server enables a call-back request to be  
submitted by a customer directly from an HTML page on  
a Web site, and have that same HTML page be presented  
to the agent that receives the call-back request. The  
15 agent can then place a telephone call to the number  
provided by the customer who submitted the call-back  
request, and at the same time, establish a TCP/IP  
20 communications session with the customer. This TCP/IP  
session can proceed between the agent's Web browser  
and the customer's Web browser, and the visible  
actions performed by the agent are transferred to the  
25 customer and displayed on the customer's browser. The  
TCP/IP session proceeds simultaneous with the  
telephone call between the agent and the customer.

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